SUMMARY

Purchase protection and extended warranty with the Platinum Business Mastercard® credit card

8 key points you should know about purchase protection and extended warranty coverage

Do you have a National Bank Platinum Business Mastercard credit card? Did you know that your card includes purchase protection and extended warranty coverage?

Read this summary!

It presents key points about the purchase protection and extended warranty coverage included with your credit card.

Understanding these points will help you determine if this insurance product meets your needs.

This summary is an explanatory document. It is not part of the insurance contract. Only the insurance certificate is your insurance contract.

For all the coverage details, consult the insurance certificate, available at https://www.nbc-insurance.ca/documents.

If you have any questions about purchase protection and extended warranty coverage, please contact the assistance provider.

Product information
Group insurance policy No. 713706-3
Type: Purchase protection and extended warranty (group insurance)

NATIONAL BANK INSURANCE

ASSISTANCE PROVIDER'S CONTACT INFORMATION

› **CanAssistance Inc.**
1981 McGill College Avenue, Suite 400
Montreal, QC H3A 2W9

Phone

Canada and the US: 1-888-235-2645
Elsewhere in the world (toll-free): +1-514-286-8345

INSURER'S CONTACT INFORMATION

› **National Bank Life Insurance Company**
800 Saint-Jacques Street, Suite 16701
Montreal, QC H3C 1A3

Phone – Montreal: 514-871-7500
Toll-free: 1-877-871-7500
insurance@nbc.ca
nbc-insurance.ca

Client number delivered by the Autorité des marchés financiers: 2000891377. To check the status of the insurer in the AMF registry: lautorite.qc.ca.

RESIDENTS OF ALBERTA:

› **Canassurance Insurance Company**
1981 McGill College Avenue, Suite 400
Montreal, QC H3A 2W9

Phone – Montreal: 514-286-7686
Toll-free: 1-877-986-7681
qc.bluecross.ca

DISTRIBUTOR'S CONTACT INFORMATION

› **National Bank of Canada**
800 Saint-Jacques Street
Montreal, QC H3C 1A3

Phone – Montreal: 514-394-5555
Toll-free: 1-888-835-6281

nbc.ca

Here are the 8 key points you should know about the purchase protection and extended warranty coverage included with your credit card

1 Purchase protection and extended warranty at a glance

The following is an overview of available coverage:

COVERAGE	IMPORTANT DETAILS	MAXIMUM COVERAGE
Purchase protection and extended warranty	New items: › Covers theft or breakage occurring within 180 days of the date of purchase › Triples the manufacturer's warranty duration up to 2 additional years	$60,000 for the entire duration of the account
Vehicle rental	Covers damages to a rental vehicle caused by an accident, fire, theft or vandalism	Up to $65,000 per rental (maximum duration of 48 days)
	Covers occupants' personal effects Covers theft and damage from fire or vandalism occurring in an accommodation establishment	Up to $2,000 per rental for personal effects › Maximum $1,000 per person, per rental

NOTE

- Certain fees must be charged to the credit card account, at least in part, in order to be covered.
- There may be a daily maximum amount depending on the type of fees paid.

You will find all information concerning what situations and damages are covered in article a) of the insurance certificate pertaining to each type of coverage.

2 Purchase protection and extended warranty coverage involves exclusions, limitations and reductions

We may refuse to pay your claim because of the exclusions, limitations and reductions set out in article b) of the insurance certificate pertaining to each type of protection.

Please review them immediately. Here is a summary:

CAUTION – Exclusions

We will not pay any benefits in the following situations:

Purchase protection and extended warranty in general

- The coverage is no longer in effect when the event occurs.
- You fail to provide the forms or proof we request, which are essential in processing your claim, within the requisite timeframe.
- We did not approve the expenses for your claim in advance.

Restriction

- The benefit we pay will be reduced to account for any reimbursement made by another entity or insurer.

Items not covered – Purchase protection

- Documents of title or negotiable instruments (gift cards, cash, etc.)
- Animals, living plants and perishable products
- Electronic devices and software
- Heating and cooling appliances
- Automotive vehicles and their parts and accessories
- Mail order purchases
- Drones and any other remote-controlled aerial devices

Items not covered – Extended warranty

- Previously owned or used items
- Automotive vehicles and their parts and accessories
- Heating and cooling appliances
- Items purchased for a business or commercial use

Circumstances not covered – Purchase protection

- Theft of jewellery
- Damage to sports equipment due to use
- Fraud or attempted fraud
- Criminal act
- Misuse
- Items purchased for a business or commercial use
- Hostilities of any kind (including war, invasion, insurrection and acts of terrorism)
- Confiscation by authorities, contraband or illegal activities
- Normal wear and tear
- Earthquake, nuclear contamination or flood
- Mysterious disappearance
- Damage caused by corrosion or mould
- Damage caused by insects or animals

Circumstances not covered – Extended warranty

- Breakage or defect of the item or any other event not covered under the manufacturer's original warranty

Circumstances not covered – Purchase protection and extended warranty

- The owner of the item did not take reasonable measures to prevent the breakage or theft of the insured item
- Any personal injury or property damage caused directly or indirectly by the insured item

Vehicle rental – In the event of damage

- This insurance does not include liability coverage and therefore does not protect you from liability for property damage or injury.

Personal effects

- Breakage or damage that is not related to an accident, fire or act of vandalism
- Consequences of an earthquake or flood
- Theft of a personal effect if reasonable measures were not taken to prevent it
- Mysterious disappearance of a personal effect

Items not covered – Personal effects

- Documents of title or negotiable instruments (gift cards, cash, etc.), jewellery
- Animals, living plants and perishable products
- Electronic devices and software
- Photography equipment: cameras or photo, video and audio accessories

Vehicles not covered

- Trucks, campers, trailers, off-road vehicles
- Recreational, luxury or modified vehicles
- Antique cars
- Motorcycles, mopeds or motorbikes
- Some vans

Circumstances not covered

- One or more conditions of the rental contract not fulfilled
- Operation of the vehicle by a person not authorized under the rental contract
- Transportation of passengers or goods for remuneration
- Driving under the influence of alcohol, drugs or medication
- Off-road use
- Normal wear and tear, mechanical breakdown, gradual deterioration, inherent defect, or damage from insects or animals
- Intentional act, regardless of the mental state of the driver
- Hostilities of any kind (including war, invasion, insurrection and acts of terrorism)
- Seizure, confiscation, quarantine or destruction of the vehicle by public authorities, customs officials or a government body
- Any illegal activity or criminal act
- Street racing or dangerous driving

Avoid unpleasant surprises. Review article b) of each section in the insurance certificate to confirm that you are covered and that this insurance works for your situation.

3 Duration of insurance

Start

Purchase protection and extended warranty coverage comes into effect as soon as your credit card is activated.

End

The insurance ends on the first of the following events:

- The date on which the account is cancelled or closed by the Bank
- The date on which the account is closed at the request of the primary cardholder
- The date on which the purchase protection and extended warranty coverage is cancelled or suspended by the Bank (notice will be sent to the primary cardholder at least 90 days in advance)

4 You may cancel this insurance coverage at any time

You can cancel the insurance included with your credit card at any time by contacting the card issuer. You can then switch to a different credit card without insurance or with a different coverage offer.

Consult section 2 of the insurance certificate and article a) pertaining to each type of coverage for all the details concerning insurance duration.

5 No premiums are payable for purchase protection and extended warranty coverage

We are pleased to offer you this insurance with your National Bank Platinum Business Mastercard credit card.

6 You must meet certain criteria to be insured

In order to be eligible for insurance, you must:

- Be a resident of Canada;
- Be the primary cardholder or an authorized user of the credit card.

That's it! We won't request any further information ahead of time.

7 If you make a false declaration, we may refuse your claim and cancel your insurance coverage

You must always provide any accurate information we deem necessary.

If, as part of a claim or at any other time during the insurance coverage, we obtain any information that differs from the information you provided, we may refuse your claim and cancel your insurance retroactively to its start date.

8 Filing a claim and applicable timeframes

Insurance can give you peace of mind should the unexpected occur. Here's how to file an insurance claim.

1 **Contact the assistance provider as soon as the event occurs** at 1-888-235-2645 or 514-286-8345 (collect calls accepted). The assistance provider will open a file in your name.

2 **Complete and sign the forms received from the assistance provider**, attach any documents needed to review your claim, and send them to:

   CanAssistance Inc.
   1981 McGill College Avenue, Suite 400
   Montreal, QC H3A 2W9

   Timeframes for submitting claim forms and supporting documents

   Send the forms and supporting documents to the insurer as soon as possible, ideally within 90 days of the event.

3 **We will notify you of our decision** following review of your application and, if applicable, we will pay the benefit within 60 days of receiving all the requested documents.

The client experience is our top priority

We're here to listen and help, no matter what you have to say. **If you have any questions, call the assistance provider at 1-888-235-2645** or **514-286-8345**. To find out about our complaint handling process, submit a complaint or consult our complaint settlement policy, consult the insurer's website for your province of residence.

Don't agree with a decision regarding your claim?
Contact us:

National Bank Life Insurance Company

800 Saint-Jacques Street, Suite 16701
Montreal, QC H3C 1A3

Phone: 1-877-871-7500

Email: insurance@nbc.ca

If we have not responded to your complaint, or if you are still not satisfied and want to continue with the process, you may at your discretion:

- Request a review of your file;
- Consult your legal advisor;
- Contact one of the following organizations:

Autorité des marchés financiers (AMF)
Place de la Cité, Cominar Tower

2640 Laurier Boulevard, 4th Floor
Quebec, QC G1V 5C1

Phone
Quebec City: 418-525-0337
Montreal: 514-395-0337
Elsewhere in Quebec: 1-877-525-0337

Fax
1-877-285-4378

Website
lautorite.qc.ca

OmbudService for Life & Health Insurance (OLHI)

Toll-free number
Canada: 1-888-295-8112
Toronto: 416-777-9002

Website
olhi.ca

For applicable limitation periods, consult your provincial regulatory body or your legal advisor.

NATIONAL BANK INSURANCE

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Notice given by a distributor

Section 440 of the *Act respecting the distribution of financial products and services* (chapter D-9.2)

The *Act respecting the distribution of financial products and services* gives you important rights.

The Act allows you to rescind an insurance contract, **without penalty**, within 10 days of the date on which it is signed. However, the insurer may grant you a longer period.

To rescind the contract, you must give the insurer notice, within that time, by registered mail or any other means that allows you to obtain an acknowledgement of receipt.

Despite the rescission of the insurance contract, the first contract entered into will remain in force. Caution, it is possible that you may lose advantageous conditions under this insurance contract; contact your distributor or consult your contract.

After the expiry of the applicable time, you may rescind the insurance contract at any time; however, penalties may apply.

For further information, contact the Autorité des marchés financiers at 1-877-525-0337 or visit www.lautorite.qc.ca.

Notice of rescission of an insurance contract

Send to:

National Bank Life Insurance Company
800 Saint-Jacques Street, Suite 16701
Montreal, Quebec H3C 1A3

Date: ______________________________ (date of sending of notice)

Pursuant to section 441 of the *Act respecting the distribution of financial products and services*,

I hereby rescind insurance contract No.: ______________________________ (number of contract, if indicated)

Entered into on: ______________________________ (date of signature of contract)

At: ______________________________ (place of signature of contract)

______________________________ (name of client)

______________________________ (signature of client)